

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:5219
ANSWERED ON:29.04.2002
PASSENGERS OFF LOADED BY AIR INDIA
PATY RIPPLE KYNDIAH

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government's attention has been drawn towards the news item under the caption 'Get offloaded, make a packet' appearing in the Hindustan Times of the 12th March, 2002;
- (b) if so, the number of bonafide passengers offloaded by Air India since September 11, 2001 till-date alongwith the reasons therefor;
- (c) the facilities provided to the offloaded passengers and the expenditure incurred by Air India on each offloaded passenger;
- (d) whether expenditure incurred on such offloaded passengers accounts for heavy losses to Air India; and
- (e) if so, the steps taken by the Government to minimise such wasteful expenditure?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN)

(a), (b), (c), (d) and (e) : Yes, Sir. 1065 passengers were offloaded at Mumbai airport from 30.9.2001 to 14.4.2002 and 741 passengers were offloaded by Air India at Delhi airport from 11.9.2001 to 31.3.2002. A sum of Rs. 35,71,613 and Rs. 27,25,764 has been incurred on offloaded passengers at Mumbai and Delhi airports respectively.

In keeping with international airline's practice, Air India overbooks flights to ensure they operate to optimum capacity. At times, however, passengers having confirmed tickets are offloaded which is a commercial risk that has to be taken by any airline. Such passengers are given top most priority. All arrangements are made by Air India for their boarding and lodging and they are accepted on the next flight. Air India has recently implemented an Automated Revenue Management System which stores historical data on flight performance and recommends optimal overbooking levels using sophisticated, statistical techniques. Moreover, in the peak season, extra flights are allowed by the Directorate General of Civil Aviation. Air India has not suffered heavy losses due to payment of denied boarding compensation.